

ORION ERP Suite aids PS Kenya, a healthcare NGO, to enhance business performance, integrate platforms, and track activities and spend



Industry
Non-governmental
organisation

Number of employees*
300

Locations
Nairobi, Kenya

Customer since
2016

The customer

The client, PS Kenya, is a non-governmental healthcare organisation that was instituted as an independent Kenyan identity in 2014, after 25 years of service under the mantle of Population Services International (PSI). PS Kenya works towards improving the health of Kenyans by promoting functional, sustainable and healthy markets by increasing demand for and access of quality and affordable health products and services that aims to empower every Kenyan to make healthy choices.

Challenges

The primary challenge faced by the client was a lack of efficiency, poor optimisation and an absence of integration of their platforms. The client had recently changed its organisational structure from being a part of an international NGO to becoming an independent Kenyan organisation. This change required them to have a platform that would integrate all the systems available, thus, enabling them to reduce costs as well as improve knowledge/ information sharing.



Solution

The client chose ORION ERP Suite from 3i Infotech through a bidding system, which included submission of tenders. Additionally, field visits were conducted to demonstrate the solution.

The ORION ERP team fulfilled the client's requirement of optimisation and increased efficiency through a modern ERP system, which included KPI setting, customised modules and automation. ORION ERP suite provided easy access of system generated reports and an online KPI tracker. Furthermore, it could be implemented across the organisation. ORION ERP, ORION CRM and ORION ESS modules were deployed for optimisation of system efficiency.

ORION being a versatile ERP platform was highly customisable. This provided an optimal solution for the client, who by virtue of being an NGO had non-conventional operations. ORION's donor management module enabled reporting and tracking of donor KPIs, which is critical to an NGO's smooth functioning.

To implement the solution, Business Solution Mapping, a systematic and critical process developed to collect user needs was completed. A steering committee, a project management team and a change management team to drive the change process within the organisation was instituted. The solution was successfully implemented in six months.

Benefits

The client experienced several notable benefits after the implementation of the ORION ERP suite. The solution offered efficiency in operations in addition to customised donor reports, which were of prime importance to the client. It also provided the required linkage to stakeholders such as vendors and customers who were outside the organisation's perimeters.



Specific benefits include:

- Increased speed of sales order processing
- Overall improved business performance
- Integrated platforms for various solutions
- Emails alerts for requests and actions
- Portability, allowing it to be used anywhere
- Tracking all activities and spend
- Enhanced knowledge sharing



We found ORION 11J to be a versatile product with a very easy to use interface. 3i Infotech's provision of high-level customisations to suit our unique operational needs further enabled our operations to become faster, seamless and efficient.



Request a Demo



For more information, talk to us today.
Send an email to: orion.erp@3i-infotech.com

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